

# New! Online Learning Course for all WIC Staff


- Refresh and Build Your Skills:
  - Communicating with Participants
  - Counseling Skills
  - Reaching Participants through WIC
  - Health and Nutrition
- Interactive & easy to follow!
- Learn at your own pace, from anywhere, at anytime!



- Each module takes about 25 minutes to complete and includes:
  - Introduction/Summary
  - Assessments
  - Practical tips and examples
  - Job aids for printing and training
- Additional resources available in the Support Center on WIC Works!

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Connecting Participants with Support Services



The next two pages present you with a scenario about connecting Li and her ten-month-old son, Shang, with support services.


Li is having problems finding a formula that Shang can tolerate. Today, Li brings in a prescription to treat phenylketonuria (PKU) that she received from the emergency room. Li only speaks Chinese, so she brought a friend to translate.

Page 20 of 29 Turn Audio Off

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Introducing Motivational Interviewing

You should always encourage your participants to express their reasons for change. You may be tempted to do it for them, but realize that people are persuaded more by what they hear **themselves** say, than by what other people tell them.



With MI, the participant--not the counselor--expresses her own concerns, reasons for change, and intentions to change.

Page 15 of 34 Turn Audio Off

Visit the WIC Works Resource System  
<http://www.nal.usda.gov/wicworks>

# WIC Learning Online

## Course Lessons and Module Titles

### Communicating with Participants

- Providing Quality Customer Service
- Communicating with Low Literacy Audiences
- Working in a Multi-cultural Environment

SkillsSoft Customized Using SkillSoft Tools		WIC Learning Online		Course Menu	
Approximate Duration: 3.5 hours		Course Score: 0%			
Select Return to Bookmark button to continue at your bookmarked location; or select any other active topic or test link.					
<a href="#">Course Overview</a>	Overview				<a href="#">Take Course</a>
<b>Communicating with Participants</b>			0%		<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview				
<a href="#">Providing Quality Customer Service</a>	Instruction		---		
<a href="#">Communicating with Low Literacy Audiences</a>	Instruction		---		
<a href="#">Working in a Multicultural Environment</a>	Instruction		---		
<b>Counseling Skills</b>			---		<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview				
<a href="#">Using Facilitated Discussion</a>	Instruction		---		
<a href="#">Introducing Motivational Interviewing</a>	Instruction		---		
<a href="#">Applying Motivational Interviewing</a>	Instruction		---		
<b>Reaching Participants Through WIC</b>			---		<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview				
<a href="#">Getting the Word Out - Program Outreach</a>	Instruction		---		
<a href="#">Connecting Participants with Support Services</a>	Instruction		---		
<a href="#">Making Nutrition Education Fun and Attractive</a>	Instruction		---		
<b>Health and Nutrition</b>			---		<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview				
<a href="#">Feeding Infants and Children Safely</a>	Instruction		---		

### Reaching Participants Through WIC

- Getting the Word Out - Program Outreach
- Connecting Participants with Support Services
- Making Nutrition Education Fun and Attractive

### Counseling Skills

- Using Facilitated Discussion
- Introducing Motivational Interviewing
- Applying Motivational Interviewing

### Health and Nutrition

- Feeding Infants and Children Safely
- Breastfeeding Promotion and Support
- Herbs and Supplements: What You Should Know

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